



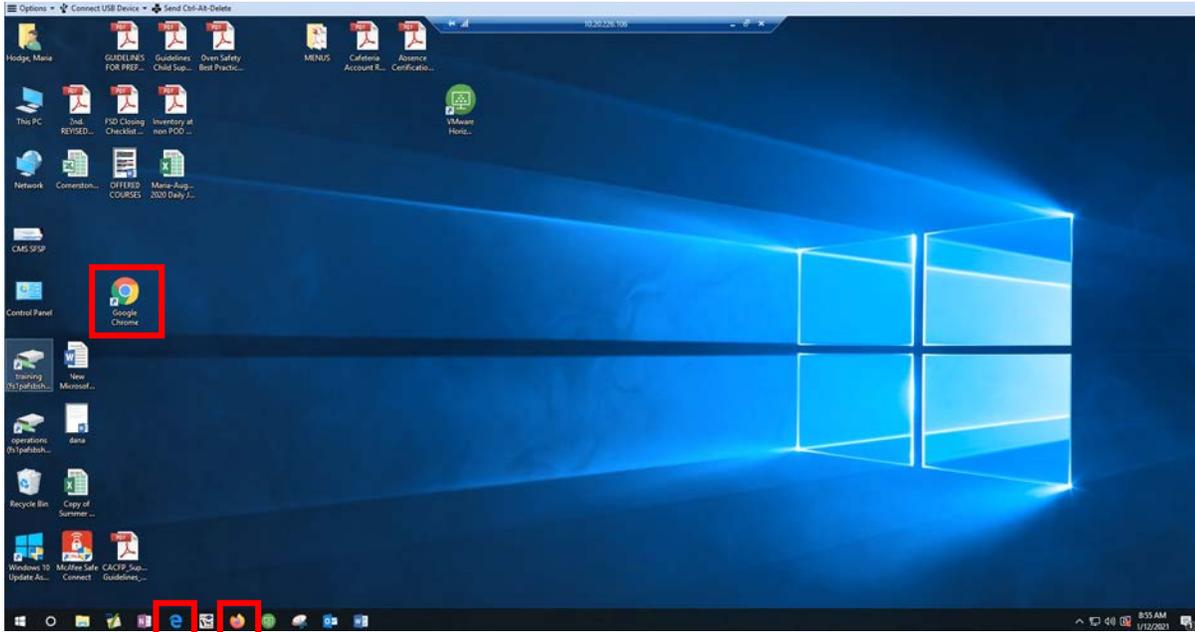
Food Services Division

How to Create A Remedy Ticket



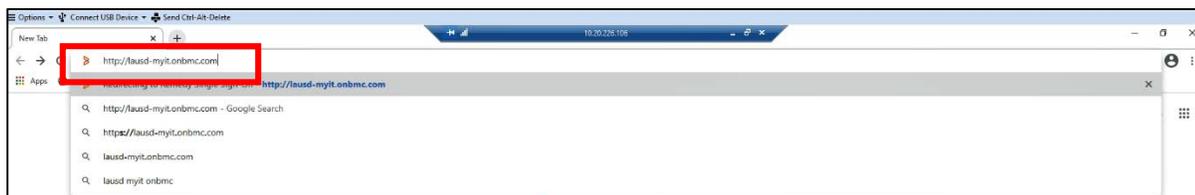
From your computer desktop choose a browser (Chrome, Firefox or Edge).

- Double click to open the browser



Once opened

- In the address bar, type: **“laUSD-myit.onbmc.com”** and press “Enter”



- Sign in:

Type e-mail address and click Next

Type Password and click Next.

Sign in

maria.hodge@lausd.net

Can't access your account?

Sign-in options

Next

Enter your full LAUSD email address and password to Log in. e.g. (msmith@lausd.net, mary.smith@lausd.net)

← maria.hodge@lausd.net

Enter password

.....

Forgot my password

Sign in

Enter your full LAUSD email address and password to Log in. e.g. (msmith@lausd.net, mary.smith@lausd.net)



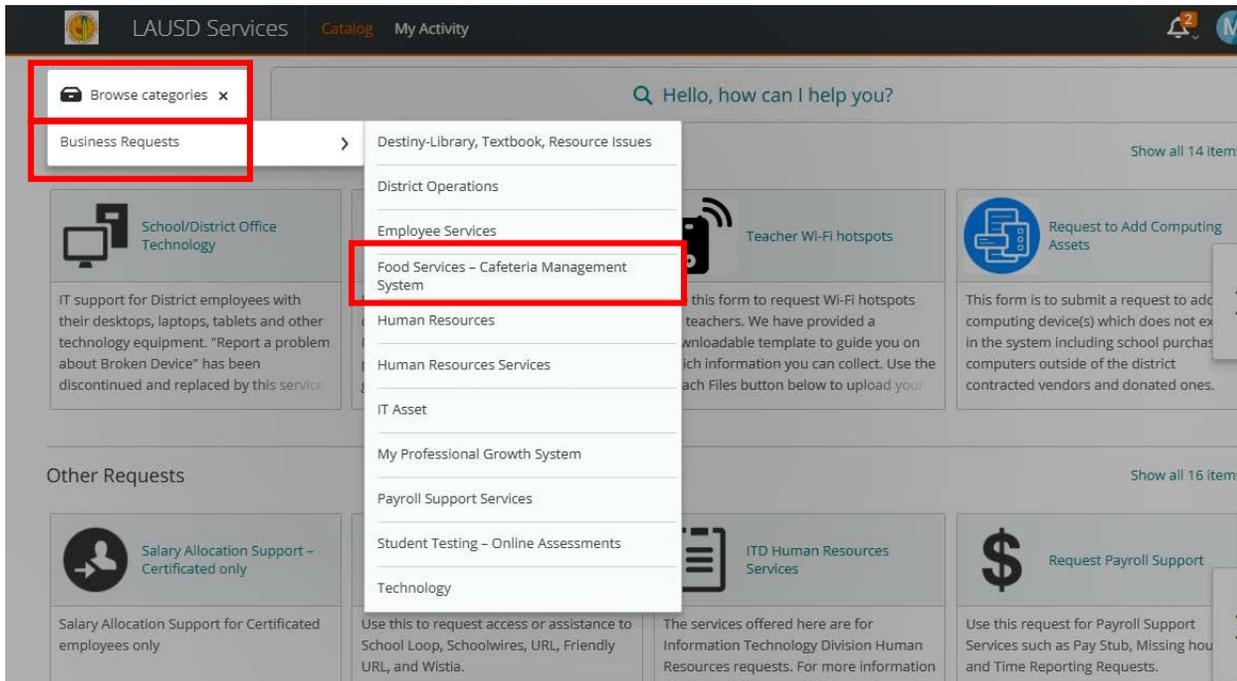
Food Services Division

How to Create A Remedy Ticket

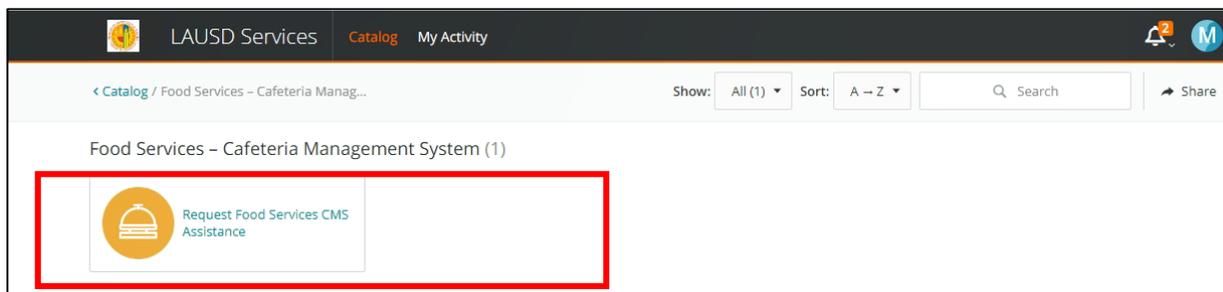


LAUSD Services page will open.

- Choose “Browse categories” dropdown arrow
- Choose “Business Requests”
- Choose “Food - Services Cafeteria Management System”



Click on





Food Services Division

How to Create A Remedy Ticket



Once the “Request Food Services CMS Assistance” screen opens

Complete the questionnaire by using the dropdown arrows

- Type in a detailed description of request
- If an attachment is needed, use the “Attached Files” icon
- Click “Submit Request”



Request Food Services CMS Assistance
Food Services – Cafeteria Management System

Description

Request for assistance with issues in using the CMS software, Equipment problems with the Manager's computer, POS terminals, PIN Pads, Cash drawers and System communication.

Provide request details

I like to request service for: *

Back of the House 

What are you requesting?

Inventory 

Please describe your request in detail: *

December Inventory not listed to enter.

Large attachments (2 MB and more) can take more time to upload

 Attach Files or drag and drop files here

Maximum file size: 5.00 MB
Maximum file count: 3

Submit Request

Request for: Maria Hodge 

Email: maria.hodge@lausd.net 

Phone: 213-241-6405 

A “Request Submitted” message will appear

